

Listing of the Claims

The following is a complete, marked up listing of revised claims with a status identifier in parentheses, underlined text indicating insertions, and strikethrough and/or double brackets indicating deletions.

Listing of the Claims

1. (Currently Amended) A method for linking an audio file to a database, the method comprising the steps of:

requesting a client to provide a client identifier during a client contact with the client, the client identifier corresponding with a financial record in a database;

obtaining a the client identifier from the client ~~during a client contact~~;
accessing a the financial record in the database using the client identifier;
recording at least a portion of the client contact with the client as ~~the~~ an audio file;

storing the audio file on a recording media; and
linking the audio file to the financial record.

2. (Previously Presented) The method according to claim 1, wherein the step of linking the audio file to the financial record comprises storing a pointer to the audio file in a field of the financial record.

3. (Previously Presented) The method according to claim 1, wherein:
the step of storing the audio file on the recording media comprises storing the audio file in an analog format on an analog recording media; and
the step of linking the audio file to the record comprises the steps of:
digitizing the audio file;
storing the digitized audio file in a digital recording media; and
storing a pointer to the digitized audio file in a field of the financial record.

4. (Previously Presented) The method according to claim 1, wherein:
the step of storing the audio file on the recording media comprises storing
the audio file in an analog format on an analog recording media; and
the step of linking the audio file to the record includes the steps of:
digitizing the audio file; and
storing the digitized audio file in a field of the financial record.

5. (Original) The method according to claim 1, wherein the step of
storing the audio file on the recording media comprises the storing the audio file on
a tape.

6. (Original) The method according to claim 1, wherein the step of
storing the audio file on the recording media comprises the storing the audio file on
a CD-R.

7. (Original) The method according to claim 1, wherein the step of
storing the audio file on the recording media comprises the storing the audio file on
a semiconductor memory.

8. (Previously Presented) A method according to claim 1, further
comprising the steps of:
accessing a field in the record, the field having a pointer to the audio file,
wherein the pointer identifies a location where the audio file is stored on the
recording media; and
accessing the location on the recording media identified by the pointer.

9. (Original) The method according to claim 8, wherein the audio file is
a digital audio file.

10. (Original) The method according to claim 8, wherein the recording
media is a tape.

11. (Original) The method according to claim 8, wherein the recording
media is a CD-R.

12. (Original) The method according to claim 8, wherein the recording media is a semiconductor memory.

13. (Previously Presented) The method according to claim 1, wherein:
the contact comprises a telephone call; and
the recording step comprises recording at least a portion of the conversation that takes place over the telephone call.

14. (Previously Presented) The method according to claim 1, wherein the recording, storing, and linking steps are performed responsive to the client contact dealing with a predefined criteria.

15. (Previously Presented) The method according to claim 1, wherein the client contact comprises a telephone call initiated by a client.

16. (Currently Amended) A method for linking an audio file to a database, the method comprising:

requesting a client to provide a client identifier during a client contact with the client, the client identifier (i) corresponding with a financial record in a database and (ii) identifying one of a plurality of clients;

obtaining a the client identifier from the client ~~during a client contact, the client identifier identifying one of a plurality of clients;~~

accessing a the financial record in the database using the client identifier, the financial record containing information relating to an account of the identified client;

recording at least a portion of the client contact with the client as the an audio file;

storing the audio file on a recording media having stored thereon one or more audio files relating to additional clients; and

linking the audio file to the financial record.

17. (Previously Presented) The method according to claim 16, further comprising:

storing the date on which the audio file was recorded as part of the audio file.

18. (Previously Presented) The method according to claim 16, further comprising:

storing a pointer associated with the audio file within the financial record, the pointer identifying a location on the recording media where the associated audio file is stored.

19. (Currently Amended) A database for identifying a plurality of audio files, the database comprising:

a plurality of financial records each associated with a client identifier and accessed using the client identifier, the financial records configured to identify one or more audio files stored on a recording media relating to a client, with the one or more audio files linked to a client identified by one of the plurality of financial records, and the client identifier provided by the client in response to a request during a client contact.

20. (Previously Presented) The database according to claim 19, further comprising:

a pointer associated with each of the one or more audio files and identifying a location on the recording media where the associated audio file is stored, the pointer stored within the financial record of the client associated with the one or more audio files.